Cambridgeshire County Council

Bi-monthly magazine for all employees

countywide

July 2010 | Issue 34

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delivery

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countywide online
http://camweb/cd/countywide

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abbreviations

CCC	Cambridgeshire County Council
CYPS	Children and Young People's Services
ECS	Environment Services
CAS	Community and Adult Services
CD	Corporate Directorates

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Placement opportunities

If you would like to spend a week working on countywide send an email to countywide@cambridgeshire.gov.uk covering why you want to do the placement and what benefit it will bring to you in your current role, or a role you aspire to. Please keep this to 200 words or less. This will tell us more about you, but helps us to sample your current writing skills.

We may also run additional placements on other areas within the Corporate Communications Team. For further information contact Sally Carroll, Internal Communications Manager on 01223 699284.

June's countywide placement – Lisa-Ann Dickson, Administrator. Read her diary on CamWeb, type 'countywide placement' into the search box.

Our strategic objectives

- Enabling people to thrive, achieve their potential and improve their quality of life
- Supporting and protecting vulnerable people
- Managing and delivering the growth and development of sustainable communities
- Promoting improved skill levels and economic prosperity across the county, helping people into jobs and encouraging enterprise
- Meeting the challenges of climate change and enhancing the natural environment

Our service delivery principles

- Delivering high-quality effective and efficient services
- Listening and being responsive to the needs of Cambridgeshire's communities
- Working in partnership to achieve a shared vision for Cambridgeshire

Our vision

- Creating communities where people want to live and work: now and in the future

Follow the Council's news on:

www.facebook.com/Cambridgeshirecc

www.twitter.com/CambsCC

Shared Services: all systems go

CCC and Northamptonshire County Council have agreed to implement a Shared Service to deliver a range of corporate services to both authorities.

This important staging post has been reached following two years of project development, planning and service improvement.

The shared services will be under a joint committee arrangement and all employees will remain employees of their respective authorities.

A parallel process is underway in Northamptonshire.

Why: To achieve significant financial savings through economies of scale over the next five years; to sustain performance and to share scarce professional capacity.

Timescale: Cabinet will review a report in July, and full Council will consider it later in the month. Start of implementation is planned around October, with changes continuing over a two year transition period. It is expected that this will cause minimal disruption to front line services.

Services affected: Finance; Organisational Development and Learning; Human Resources; Pensions; Procurement; Internal Audit; Legal; Performance Management; Strategy and Estates; Property Commissioning; Research.

For more information type 'Shared Services' into the CamWeb search box.

CAA all change

Comprehensive Area Assessment (CAA) brought the work of the various public sector watchdogs together. But this was brought to an end by the Government in May 2010, and CCC's work has halted.

The abolition of CAA does not affect Ofsted, which has a statutory obligation to carry out an annual assessment of Children's Services. The Care Quality Commission is currently considering the implications for its assessment of adult social care and they will discuss this with the Association of Directors of Adult Social Services.

Work on the self assessments for CCC and the area, which were prepared before CAA was abolished, will not be lost. They will be used to shape our own improvement plans through Integrated Planning and development of our partnerships.

Future Jobs Fund

The Cambridgeshire Together Future Jobs Fund (FJF) has created 140 job opportunities for young people across Cambridgeshire and is now working with local public, voluntary and community sector organisations to create an additional 82 jobs by the end of September.

CCC is the lead accountable body for the FJF and our nextstep Adult Guidance service is managing the delivery of the programme.

Louise Bachelor, Head of Service for nextstep Adult Guidance, and programme coordinator said, "The programme aims to get young people back into work, helping them move into sustainable future employment.

"Recession has hit our local young people particularly hard, but the FJF provides them with a great opportunity to gain new skills and experience in a real job."

FJF is a Department for Work and Pensions programme, and the jobs created are primarily aimed at young people aged 18-24 who have been claiming Jobseekers Allowance for between six months and one year.

> "Our employee under the Future Jobs Fund is doing a fantastic job and is making a real difference to our community"
>
> **FJF employer**

For more information contact Louise Bachelor on 01480 373776 or email louise.bachelor@cambridgeshire.gov.uk

Designs on a framework

Cambridgeshire County Council

At the time of going to print, CCC was advertising a tender for a Design Framework Contract, to find further efficiency savings.

The contract should be in place by November and will work in the same way as the current Print Framework Contract.

The tender opportunity is currently being advertised on ours and ESPO's website http://www.cambridgeshire.gov.uk/business/selling/opportunities/ccc_ads.htm

www.cambridgshire.gov.uk

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Leading columns

Leader of the Council

Councillor Jill Tuck

"The news we all knew was coming has now arrived."

The Chancellor's emergency budget on 22 June was necessary in terms of dealing with the appalling national debt, but the medicine local government must take will nevertheless be hard to swallow.

The public sector is being asked to accept a two year pay freeze with protection for those earning less than £21,000 per annum (a flat £250 pay rise).

We are doing our best to support people through this challenging time, while meeting the financial demands of Government. But this budget and expected future announcements will mean a dramatic change in how all of us in the public sector work together.

In managing these changes and reductions in Cambridgeshire, we'll do all that we can to be open about the issues we are faced with, be sensitive and respectful of the needs of individuals and equally be clear about what we need to stop doing to prevent unnecessary workloads being shouldered by people.

These announcements were preceded of course by the news of around £5.5 million in grant cuts, as well as the end of grants like LABGI (the Local Authority Business Growth Initiative).

What we take from all of these announcements is that the business of local government is going to change and change fast.

Less money means public services will shrink.

That means we will be reducing the amount of services we run, and there will be fewer people needed to run them.

That is a stark message but I have no desire whatsoever to mislead you.

Of course we will be transforming services, so that we can achieve, more and better, for less money.

Experience elsewhere in the world, local government and public services, and indeed our own experience here in delivering real, cashable efficiencies, means we can be confident we can rise to the challenges ahead.

The difficulty of the financial situation we face will drive innovation and efficiency to new levels.

We have begun looking at how you can join the debate as to how that happens – watch out for more details soon.

Jill Tuck

Chief Executive

Mark Lloyd

"We now know the scope of in-year spending cuts which we will have to cope with."

The County Council's funding for 2010/11 is to be cut by a further sum of over £5m. The cut is made up of £2.9m of revenue funding (covering areas such as Children's Services and Adult Social Care) and £2.5m cuts to capital money (covering environment and transport budgets). This announcement was followed by a second which axed further grants, including the ending of the Local Authority Business Growth Initiative.

Unfortunately, we also know it will not stop there – we are waiting for news of more reductions in funding for the County.

Now we have got to deal with what former US Defence Secretary Donald Rumsfeld once called the 'known unknowns'.

We know that the grant cuts will not stop there; as I write this, we are still awaiting news of further reductions in spending.

The deficit in public expenditure must be addressed. Nationally this will be through a combination of raising more taxes and cutting expenditure.

I expect practically all public services, including councils, to take their share of the pain. We have planned for this scenario and following the recent emergency budget, and the upcoming spending review, we will know if our plans are adequate.

I expect very few areas of public expenditure to escape the squeeze.

We are already working hard with Government to ensure reductions are made on an equitable basis. Cambridgeshire will lead the UK out of recession. We don't want the national approach to tackling the deficit to hinder our ability to help the whole nation's recovery.

Any more decisions we need to make about targeting spending reductions will be made after listening to the views of Cambridgeshire's residents and businesses about what they need from public services. Consultation with employees and residents is going to be crucial.

Mark Lloyd

WIN a bike

Haven't got a bike? Enter the prize draw

Enter the Fit for Business prize draw to win one of two free bikes, funded by the lottery. We're giving away two reconditioned bikes from Opportunities Without Limits (OWL), with accessories including helmets, locks and reflective kit.

All employees can take part, all you have to do to enter is complete a short questionnaire on CamWeb, visit http://camweb/es/er/emacc/travel/bike_week_2010.htms

Send your entries to Sarah Bedford, sarah.bedford@cambridgeshire.gov.uk.

Closing date Monday 12 July.

Bike demonstrators (l-r) Mark Lloyd, Chief Executive and Pat Harding,Corporate Director: Customer Service and Transformation.

Supported by Fit for Business

Campaign feature: Football fun Sundays

Our Passenger Transport and Park & Ride teams have been working with Cambridgeshire Football Association and our Park & Ride sites to inspire children to get out of the house and play the glorious game.

To build on the wave of World Cup enthusiasm, football roadshows for children aged five-13 years old are touring all our Park & Ride sites, 11am – 4pm, on 25 July and 1, 8, 15 and 22 August.

For an entrance fee of just £2 (paid to charity) our boys and girls can pick up tips from some of the best coaches in the county. Parents/guardians must stay with the children.

For more information contact Michael Harber, Passenger Transport Development Manager, ES on 01223 715614.

Driving down mileage

Leon Livermore

CCC has a new business mileage target. We need to achieve a 10% reduction over three years.

Tough targets pose particular challenges for Trading Standards, as Leon Livermore, Head of Trading Standards explains.

"Our service inspects hundreds of premises every year so travelling is an inherent part of our work. Since 2005/06 we've reduced our mileage by 30% by changing our approach to visits. We trained up officers with additional skills so that they could inspect multiple premises for multiple issues when they visited an area, and coordinated meetings to coincide with the days officers are at our Cambourne base.

"New initiatives such as having a community presence, responding to all rogue trader incidents and the launch of further Community Alcohol Partnerships means more county wide travel for us, but we'll still strive to reduce mileage further.

"We're all making a conscious effort to reduce our business miles. Officers are encouraged to spend a day in one location, carrying out their scheduled visits and then visiting local businesses and collecting intelligence, and using touchdown centres in the vicinity. We're making better use of conference calls to reduce travel to meetings, and forward plan travel arrangements to take advantage of reduced train travel."

Exhibition stands

CCC has four colourful pop-up stands – representing each Service area. They are available for use at events by contacting:

- **CAS / ES - ES Business Support**
  esbusiness.support@cambridgeshire.gov.uk
  01223 715670

- **CD - Clare Jenner**
  clare.jenner@cambridgeshire.gov.uk
  01223 699241

- **CYPS - Dawn Rogers**
  dawn.rogers@cambridgeshire.gov.uk
  01223 699220

Did you know ....?

In the last six months:

- 2660 colleagues have attended short courses
- 249 attended our Corporate Induction
- 78 learners are working towards a Management Award and 49 have completed it
- 528 learners are working towards an NVQ with 128 having completed the award
- 428 are working towards Preparing to Teach in the Lifelong Learning Sector; 15 have achieved the Awards
- 16 colleagues have achieved their BA Hons in Social Work

Congratulations to everyone.

CORVU - what can it do for you?

CorVu is an online performance management system that is used to manage the performance of CCC, Cambridgeshire Together and some Cambridgeshire district councils.

Using CorVu, employees can access reports and graphs about the Council's performance. It's available to everyone and we need to start using it to understand what our performance is and how we can improve it.

Lift-off

The system was fully launched in June, in a bid to open up performance management information to all employees, instead of just being available to Members and officers. Now anybody can check performance indicators relating to their service or directorate by calling up the relevant report on the Corvu Portal.

Guest speaker at the launch event, Max Moullin, an academic from Sheffield Hallam University Business School said, "CCC needs to measure its performance to target service delivery and prioritise an ever dwindling pot of money.

"Performance management is about more than just targets, which can have negative effects if amendments to service delivery are made to meet an irrelevant set target, sometimes to the detriment of other service areas or to the public."

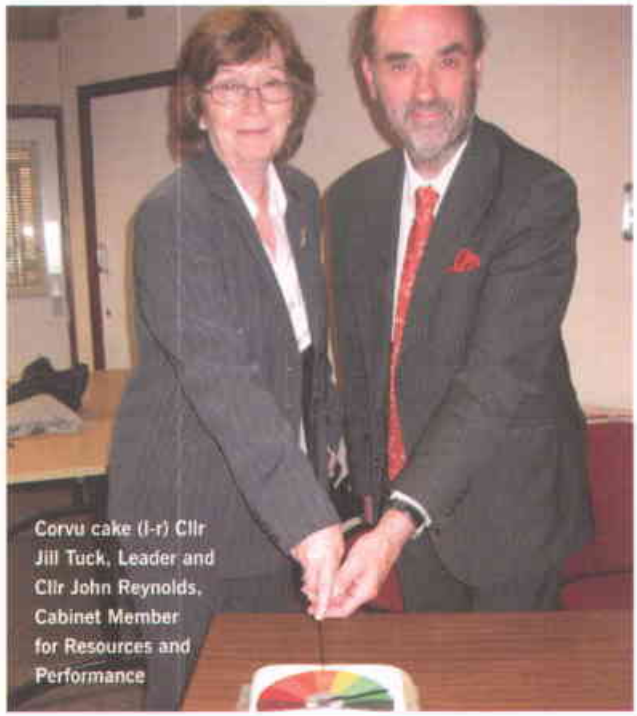
> **"CorVu will help us to deliver better, faster and richer performance intelligence."**

Simon Willson, Head of Performance Management said, "Corvu will help us to deliver better, faster and richer performance intelligence at a time when such information will be crucial to understanding the impact of the wider changes we will be required to make."

Max highlighted six key areas for good performance management:

- measure user satisfaction
- focus on outcomes, not activity
- work across boundaries, in partnerships
- involve employees, users and other stakeholders in developing measures
- have more selective targets
- work by a no blame culture

Look on CamWeb for more information - type 'corvu' into the search box and click on the first result. Use the 'Corvu Portal' link on the right hand side and enter 'CCC1' as the username and 'corvu' as the password. It's interesting to try to find out how your team or service is measured. There is an e-learning module available from the Corvu CamWeb pages but you can also arrange for a visit from a member of the Corvu team to discuss how it could help you. Call Tom Barden on 01223 699705.



Corvu cake (l-r) Cllr Jill Tuck, Leader and Cllr John Reynolds, Cabinet Member for Resources and Performance

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USB amnesty

REMEMBER only encrypted memory sticks, purchased via the CCC IT Service, may be used to transfer CCC data. These are available by request via the Business Support Helpdesk.

A recent review showed that officers are still using incorrect devices - in one day alone over 240 unencrypted devices, including ipods, were plugged into CCC machines. It's important that this practice is stopped as it is vital that CCC manages the availability, confidentiality and integrity of its information.

Why is it so important?

Data loss or corruption
Care must be taken when transporting live or working data. If the media becomes corrupted or damaged you could lose valuable information. Always ensure files held on removable media have duplicates stored on the CCC network.

Sensitive or confidential data
The main transfer for sensitive or confidential files should be via the CCC network. Only in exceptional circumstances should you use memory sticks to transfer data.

Transferring data to a home PC
Removable media should not be used for transferring documents to a home PC as there is a high risk that the data could be accessed by unauthorised persons. There is also a risk that a virus could be introduced onto the corporate network when the data is brought back to the office and the data could become corrupted and lost if it is not backed up.

Working from home
Use Netilla.

Did you know?
USB memory sticks are currently the most common form of removable media in use. ALWAYS use an encrypted stick for work. Need one? Contact your line manager

USB stick recycling
Between 1-28 July unencrypted USB devices, which you have used to transport CCC data, must be securely destroyed/recycled in one of five secure bins at:

- Babbage House
- Contact Centre
- 42 West Street
- Noble House
- Scott House
- Hereward Hall

Contact at each bin location and more information is on CamWeb, search for 'removable media advice'.

Join Fenland's conversation

Shapeyourplace.org is Fenland's online voice giving residents the power to improve their neighbourhood.

The website allows residents to communicate with local services and neighbours.

They can:

- Find out what's been reported in their neighbourhood
- Report things that need improving where they live
- Find out how reported issues are being dealt with by local services

The website is being piloted in Wisbech and the rural north villages for two years initially. If successful, the project will be rolled to other towns and villages across Fenland.

Shapeyourplace.org will make use of established social media channels such as YouTube, Flickr and possibly Facebook in order to reach harder to reach groups such as parents with young children.

The website is being run day to day by the Wisbech based Rosmini Centre with the support of the Police, Cambridgeshire County Council, Cambridgeshire Fire and Rescue and Fenland District Council.

Locked-down and loving it

CCC's been using 'lockdown' PCs for around three years. What exactly is 'lockdown', and why do we use it?

'Lockdown' means that some PC settings are restricted, and software and hardware can only be installed by the IT service. This ensures a reliable, consistent set-up for anyone who may use it. Settings like screen display preferences can still be adjusted by the user to suit individual needs.

It makes it more effective to support CCC's 4500 PCs as there are far fewer software conflicts, or instances of 'spyware'.

CASE STUDY

The Contact Centre, St Ives recently had its PCs locked down. There were initially potential problems as the teams use a large number of applications which need to be updated regularly and the lockdown could restrict this. IT worked closely with Contact Centre colleagues to develop a process which automated these updates and also to develop their PC lockdown builds to allow greater flexibility.

Far from being a problem, the Contact Centre has reported that lockdown has been a resounding success.

The update process no longer needs to be manually controlled and call handlers are confident that no matter which machine they sit at, (which can vary depending on business need and when covering weekend calls), that they will be able to use the systems they need first time, every time.

Is Government Connect for you?

CCC has met the strict criteria to join Government Connect and securely transfer data and emails to and from participating organisations.

Government Connect is a secure, private network which enables safe interactions between local authorities and other connected organisations such as the police, the NHS and central government departments - collectively known as the GSi family.

Using a private network is extremely important for all public bodies, given recent high-profile information security breaches that have been highlighted in the media.

If you need to send or receive email communications with other members of the GSi network, you need a Government Connect mailbox. See the Government Connect pages on CamWeb for more information, including a list of participating organisations and details of how to apply for an account.

Visit http://camweb.ccc.cambridgeshire.gov.uk/cd/cst/IT/itprojects/govconn/gc_mailboxes.htm

New telephone directory

Our CamWeb telephone directory is being replaced with a 'more robust and supported solution', thanks to our IT service.

The new telephone directory will display 'Name, Job Title and Box Number' only and we will be individually responsible for keeping these details up to date.

Other details displayed on the current telephone directory will be accessible in alternative ways in the short term, and in the future will be better integrated with business systems and processes.

The data in the new telephone directory is currently being checked for accuracy by three 'willing' volunteers from each directorate before being transferred to the new directory.

The new directory will be launched at the end of July, with a second 'mini' launch at the beginning of September to remind term time only employees.

For further details call or email Jane Shardlow, IT Business Change Manager, Customer Services and Transformation, 01223 699014.

Cambs Public Sector network: what is it?

The CPSN project is buying and implementing a replacement network for our current wide area network (CCN). CCN currently links all our offices, schools, libraries etc to our network and the internet, but the current contract with Virgin Media Business ends in April 2012.

CCC is the lead procurement authority, but the project is in partnership with other Cambridgeshire public bodies to achieve better value for money, share information more easily and provide more efficient services.

We are currently at the procurement stage with the aim of awarding a contract by April 2011, giving a year to implement the new network.

Sarah Marsh, Project Director said, "We want a better network that takes advantage of improvements in technology over the last few years. So, our initial challenge has been to attract enough major bidders to ensure we get the best value for money and an innovative solution. I'm pleased to say that we've managed to do this and have received over 20 responses from interested suppliers.

"We've also been working with Council services, schools and our partners to define our requirements so that we procure a network capable of delivering reliable IT services over the next few years."

To find out more contact Sarah Marsh on 01223 699015 or Paul Rouse, CPSN procurement lead on 01223 699153 or visit www.cambridgeshire.gov.uk/council/partnerships/cpsn/

New website feature

A new CCC website feature - My Cambridgeshire - is taking the hassle out of finding local services and events.

Residents can put in their address and get the services that are on their doorstep which not only we deliver but our partners too. One or two clicks will give you information on your local councillor, nearest recycling centre, doctor, dentist or where you can go to enjoy a local event.

Matthew Godfrey, User Experience Architect said, "The mapping facility puts residents at the heart of our services rather than trying to make them fit what we do. It is part of a programme of improvements driven by residents to make finding and using CCC services on the internet easier."

Find out more Visit http://my.cambridgeshire.gov.uk/

Parenting programmes

CCC is offering free, local and life changing support to Cambridgeshire parents.

Parents and carers with children aged 19 and under can attend a free parenting course, to improve and add to their parenting skills.

As well as improving behaviour at home and school, research shows that early intervention programmes like this can also significantly reduce crime caused by young people now and in later life.

Pauline Finnerty, CCC's Parenting Early Intervention Programme Coordinator, supports a team of experienced professionals including Parent Support Advisers based in Locality Teams across the county. They deliver a range of accredited training courses for parents at venues all over Cambridgeshire.

"Some people may feel there is a stigma attached to parenting courses but they can make a real difference," she said.

"We would like to see every parent or carer access them in the same way that many parents-to-be attend National Childbirth Trust (NCT) courses during pregnancy.

"Parents who have been on the courses tell us they spend less time arguing and more time laughing with and talking to their children."

Courses range from short programmes of two, two-hour sessions, to three hours a week over 13 weeks - both day and evening. Free crèche facilities are available We have a wide range of parenting programmes starting in September across the county.

For more information or to make a referral email peip@cambridgeshire.gov.uk, call 01223 729187 or visit www.Cambridgeshire.net and search for 'Parenting'.

"It has made me a stronger person and I have learnt to be patient with my children" A young mum

"Amazing this is a free course, the advice given has been invaluable." Mum with two year old

"I've learnt to stop and think before I say things and I now have 'special' time with my children" A mum with a teenage boy and six year old

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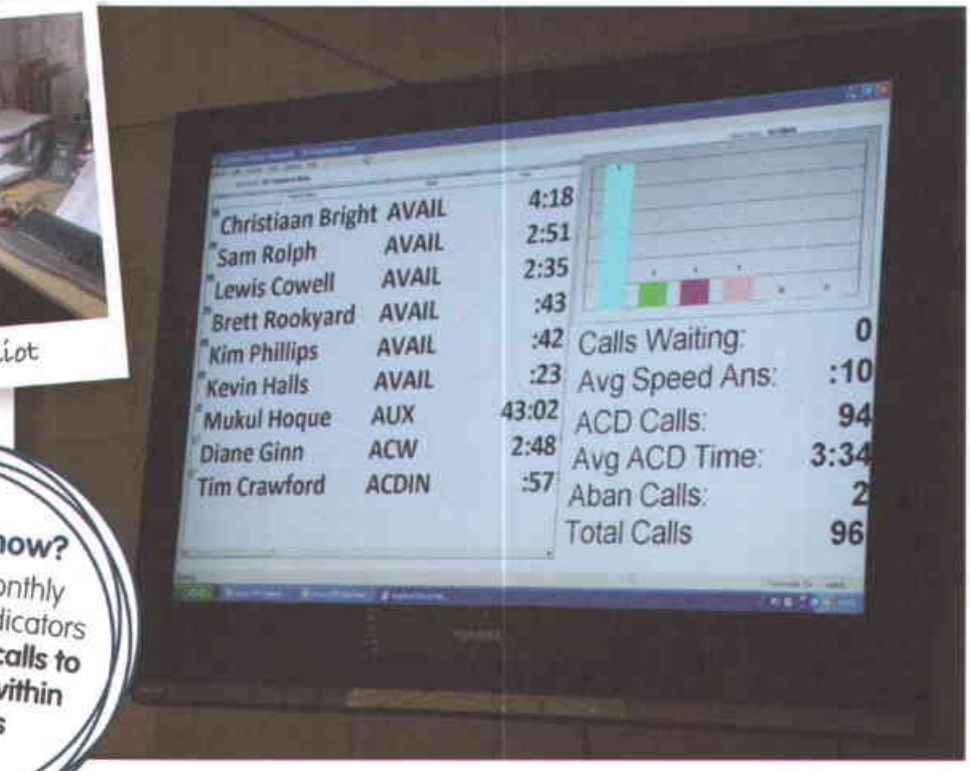
Meet the....
Business Support Help desk

We've all had to contact the Business Support Helpdesk at some point during our working life – they take all our calls, emails and web requests – log them and make sure they are resolved.

Mark Elliot



Mark Elliott, Business Resources Project Manager told countywide:"We get 78,000 phone calls, 29,000 emails and 56,000 meeting room requests per year – 10% of these are password resets.

"If we can't resolve the call ourselves we pass it to specialist teams including IT, Property and Facilities Management Services who in turn may need to pass these on to external companies with whom we have contract arrangements e.g. NTL, Sherwoods, Graham and ImteqAqua.

"We also deal with access cards, IT Systems access, Blackberries and Mobiles."

Did you know? Helpdesks monthly performance indicators include **80% of calls to be answered within 20 seconds**

Satisfied customers

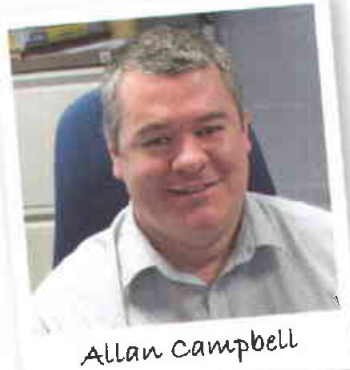
A recent customer satisfaction survey resulted in some very positive feedback on overall performance.

Out of a score of five, employees gave an average of 4.1. There were also some constructive suggestions on improvements.

Call escalation: Some concerns were raised about calls passed to second-line support teams and the perceived lack of progress.

Allan Campbell, Business Support Helpdesk Manager said: "These comments have been taken on board and we're working with them to see where improvements can be made."

Communication: It was pointed out that there didn't seem to be a process in place for notifying users of unscheduled downtime.


Allan Campbell

Allan says: "We're looking into ways this can be improved and we'll be discussing them at Building User Group Meetings. We'll continue to let employees know of any scheduled system downtime via email."

Software support: CCC has over 150 pieces of approved software across 4,000 PCs.

Allan said, "We can offer advice for most products. Unfortunately, we do not have extensive knowledge of some of the more complicated applications like Photoshop. If we can't find a resolution, we'll try to source it from elsewhere or provide directions on where useful information can be found. IT is currently working on standardising and rationalising the software packages we do use."

"The Helpdesk has always been polite, well briefed on the issues involved and able to solve the problem quickly and effectively."

Find out more Business Support Helpdesk is open Monday - Thursday 8am - 6pm and from 8am - 4.30pm on the last working day of the week, excluding statutory holidays. Call 01223 717333 Email bsupporthd@cambridgeshire.gov.uk

CCC and the coalition Government

For the first time in over half a century two parties have come together to put forward a programme for coalition Government, and with that comes a new approach for local government.

Prime Minister, David Cameron and Deputy Prime Minister, Nick Clegg, have declared that centralisation and top-down control has proved a failure; that the time has come to disperse power more widely in Britain. They have said that the only way to make progress is to help people come together to make life better.

The coalition wants to see a radical redistribution of power away from Westminster and Whitehall to councils, communities and homes across the nation. Wherever possible, they want people to call the shots over the decisions that affect their lives.

They have proposed a five-year programme of partnership government, driven by those values, which will deliver power and responsibility to every citizen. This is being packaged under the term "Big Society".

What does this mean for Cambridgeshire?

One of the coalitions most urgent tasks is to tackle the nation's record debts.

The deficit reduction programme takes precedence over any of the other measures in the coalition agreement. However, the speed of implementation of any measures that have a cost to the public finances will depend on decisions to be made in the Comprehensive Spending Review.

What does this mean for health and social care?

Firstly a stronger voice for patients locally through directly elected individuals on the boards of their local primary care trust (PCT). The remainder of the PCT's board will be appointed by the relevant local authority or authorities.

GPs will act as patients' expert guides through the health system.

Local PCT's will act as a champion for patients and improving public health for people in their area by working with the local authority and other local organisations.

Help for elderly people to live at home for longer through solutions such as home adaptations and community support programmes will also be provided.

Personal budgets for people and their carers extended

A commission on long-term care will report within a year and barriers will be broken down between health and social care funding to incentivise preventative action.

The roll-out of personal budgets to give people and their carers more control and purchasing power is to be extended.

Also key benefits for older people will be protected, such as the winter fuel allowance, free TV licences, free bus travel, and free eye tests and prescriptions.

Overall, local communities will be given greater control over public health budgets, paid by the outcomes they achieve in improving the health of local residents.

What does this mean for transport and environment?

There are plans to work towards a 'zero waste' economy, by encouraging councils to pay people to recycle, and work to reduce littering.

We need to reform the way decisions are made on which transport projects to

Case study

The coalition Government is mandating a national recharging network for electric and plug-in hybrid vehicles. The East of England Development Agency (EEDA) is leading a bid to pay for installing 'Plugged-in Places' - where people can charge up their electric and hybrid vehicles around Cambridge and the surrounding area if the new proposal gets Government backing. The bid is backed by local councils including CCC.

prioritise, so that the benefits of low carbon proposals are fully recognised.

We also need to support sustainable travel initiatives, including the promotion of cycling and walking, and encourage joint working between bus operators and local authorities.

What does this mean for community leadership?

A new generation of community organisers will be trained to support the creation of neighbourhood groups.

National Citizen Service will also be introduced. The initial flagship project will provide a programme for 16 year olds to give them a chance to develop the skills needed to be active and responsible citizens.

What does this mean for the Council, democracy and transparency?

Power to residents to instigate local referendums on any local issue and to veto excessive council tax increases.

We need to publish meeting minutes and local service and performance data; items of spending above £500; contracts and tender documents in full; the job titles of every employee and the salaries and expenses of senior officials paid more than the lowest salary of the Senior Civil Service pay scale.

Councillors will be given the power to vote on large salary packages for unelected council officials.

An independent commission will be established to review the long-term affordability of public sector pensions, while protecting accrued rights.

Arrangements will be introduced to protect those on low incomes from the effect of public sector pay constraint

The creation and expansion of mutuals, co-operatives, charities and social enterprises, is being supported so these groups have greater involvement in the running of public services – including giving public sector workers a right to form employee-owned co-operatives and bid to take over the services they deliver.

A Referendum Bill on electoral reform will include the introduction of the Alternative Vote in the event of a positive result in the referendum, as well as the creation of fewer and more equal sized constituencies.

Any petition that secures 100,000 signatures will be eligible for formal debate in Parliament.

The number and cost of quangos will be reduced.

The police will be made more accountable through oversight by a directly elected individual.

Power to the people to instigate local referendums

“... finding intelligent ways to encourage, support and enable people to make better choices for themselves”
The Coalition: our programme for government

Free nursery care for pre school children

What does this mean for children and education?

The provision of free nursery care for pre-school children.

Sure Start will go back to its original purpose of early intervention, increasing its focus on the neediest families.

Serious case reviews will be published.

The reform of schools to ensure that new providers can enter the state school system in response to parental demand will be promoted. All schools will have greater freedom over the curriculum and all schools will be held properly to account.

Simplified regulation of standards in education and targeted inspection on areas of failure.

Freedom for colleges from direct state control and the abolition of the further education quangos.

Find out more The full proposals of ‘The Coalition: our programme for government’ are available to read on The Cabinet Office website.

Building begins for schools

Building Schools for the Future (BSF) is a national programme to rebuild or refurbish 3,500 UK secondary schools over 15 years.

The first Cambridgeshire schools to benefit will be in Fenland. Spring half-term at Neale-Wade Community College, March saw the arrival of mobile accommodation blocks - the new home for students and employees during a £25m college re-development.

The BSF programme is behind the work, which begins in earnest during the school summer holiday period and is expected to take around two and a half years to complete.

Students will benefit from commitments made by Equitix, our private sector partner, to provide apprenticeships, work experience placements and site visits as part of their commitment to

Work begins at Neale-Wade Community College, March

Travel plans

Every Cambridgeshire school now has an individual School Travel Plan.

A School Travel Plan promotes sustainable travel and encourages practical ways of improving safety on the school journey, whilst reducing congestion at peak times and decreasing pollution.

Seb Coe interview run-in

Olympic gold medalist Seb Coe was recently interviewed by students at Long Road Sixth Form College, Cambridge, using questions put forward from CCC employees. Read the full article in the summer issue of Your Cambridgeshire - out now.

Teenage pregnancies

New figures show that teenage conception rates in Fenland have continued to decrease to their lowest level in 20 years.

Cambridgeshire's conception rate now stands at 38 per 1000 girls aged between 15 and 17years - a 27.5% reduction since the start of the Teenage Pregnancy Strategy in 1998 and below the current national average of 40.4 per 1000.

Healthy food

Pupils in Cambridgeshire schools are embracing a healthier lifestyle as take up of school meals in the county rises for the third year running.

In the current year, 38.7% of primary school children have a lunchtime school meal– a marked increase compared with 35.2% last year and 31.3% in 2007-08. This means that over the last two years an additional 500,000 meals have been prepared and served, all meeting the Government's Food Based and Nutrient Standards.

New drugs and alcohol service

CCC's Drugs and Alcohol Action Team (DAAT) fund a service called the Cambridgeshire Adolescent Substance Use Service (CASUS) for under-18s with drug or alcohol problems.

CASUS provides advice and information to young people, and their families; work with young people in 1-2-1 or group settings, to deliver education and preventative work.

CCC employees target young people who may be using drugs and alcohol and may not know how to find support, or what treatment services can do. They also offer specialist counselling and help with cutting down use, finding coping strategies for avoiding, and hopefully stopping, substance misuse.

Officers are based in Huntingdon and Cambridge, but they often travel to see young people and arrange to meet in a variety of different settings.

Young people can self-refer and schools, youth workers, connexions workers, GPs and a variety of other professionals are able to refer young people themselves. Referral is by Common Assessment Framework (CAF), or by CASUS's own referral form. Lots of advice and information is also available for parents.

“ Our aim is to help young people resist drug and alcohol misuse and to achieve their full potential in society ”

For further information please contact the DAAT on 01223 699680 or visit www.cambsdaat.org

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CCC commended at recycling awards

CCC has been highly commended for its innovative approach to managing the county's waste.

Mechanical Biological Treatment Plant, Waterbeach

At the Public Private Finance Awards, CCC and local waste management company, Donarbon, were celebrated for meeting the county's challenges of climate change in partnership.

The commendation was given for CCC's £730 million Waste PFI Project, which was designed to help meet challenging recycling targets and avoid costly fines. It includes the building of major waste management facilities such as the state of the art Mechanical Biological Treatment Plant at Waterbeach, and the running of CCC's nine recycling centres.

CCC was up against a range of much bigger authorities from across the country, and came second only to the multi billion pound Manchester PFI project.

CCC has also been shortlisted in the Best New Technology category for the National Recycling Awards being held in July.

ICT and building infrastructure work

A programme of extensive building work will be taking place across CCC sites this summer.

This critical work will increase the capacity and resilience of our core ICT infrastructure, resulting in a more stable and modern network. Works range from replacing all the local area network distribution switches across the Shire Hall campus, to installing a new generator to cope with power failures.

Noisy and disruptive works are scheduled for weekends and advisory updates will be posted out to employees throughout the summer.

For more information, a full breakdown of the works, planned dates and upcoming service breaks can be seen on CamWeb, type 'ICT resilience works' into the search box. Further queries should go to it.resilience@cambridgeshire.gov.uk

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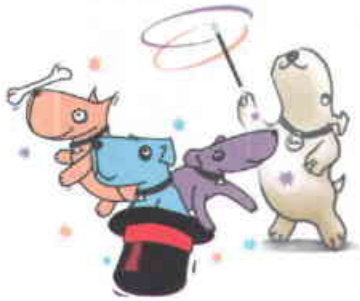


Vestor's back... with helping hounds

Without you we wouldn't be able to deliver services that meet the needs of our communities.

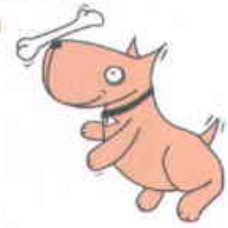
These uncertain and challenging times mean finding better and more innovative ways to work and drive down costs. To achieve this, it's vital that you are supported and equipped to contribute your very best.

Investors in People (IiP) is a national standard for people management and development. CCC was awarded Silver status in 2008 - which demonstrates that we're already really good at supporting our people.

We're working with IiP again this year, to check that we're living up to our own high expectations and can identify where there is room for improvement.

Vestor, our IiP mascot who's 'interested in people', supported us in achieving Silver status. He's continued to support people management, learning and development since then. Now Vestor is joined by three helping hounds, each one focussed on a key theme to help us ensure that even in these difficult times we are equipped to provide the best for our communities.

Employee and Member skills – ensuring every Council Member and employee is equipped to do an excellent job.



Meet Learner
The orange one. Super keen to learn and become the best pup they can be.

"Over the summer Vestor's helping hounds will be sniffing out best practice across the Council and spreading the good news."

Vision, objectives and values – ensuring that our work is planned, co-ordinated and everyone is working towards our Cambridgeshire vision

Meet Tracker
The purple one. Sniffing out the way forward, keen to see that the Council stays on track and achieves its vision.

Leadership and management – it is essential our leaders and managers work as one team, are visible across the organisation and are engaging and empowering employees

Meet Leader
The blue one. Leading the way and ensuring others are well managed and have everything they need to work effectively.

To find out more visit CamWeb http://camweb/cd/ppl/corpdev/iip/

Congratulations to Tessa Adams, Business Support Assistant who named Vestor's helping hounds. She enjoys a free meal for two at the Bailey Rooms, Cambridge.

Harness fresh talent - an apprentice could benefit you and your team

Apprenticeships are work-based development programmes designed around the needs of employers, leading to nationally recognised qualifications for the apprentices.

The scheme also provides young Cambridgeshire people with valuable work pportunities, experience and motivation.

"After I finish my apprenticeship I would like to work with young people, either in social services or through youth work."
Ceire Clery, Apprentice Support Worker

"You meet so many people! I would love to stay on doing what I'm doing now, and maybe if possible try and gain another qualification." Charlotte Schwarz, Business Support Assistant

Apprentices are available in the areas of:
- Business and administration
- Customer service
- IT
- Health and social care

Contact Bev Gelder, OD and Learning Adviser, CD, on 01223 699353, bev.gelder@cambridgeshire.gov.uk

New look directory

The new OD & Learning Directory, launched in May, contains short courses, accredited management development programmes and vocational qualifications, It also helps you plan your learning journey.

Whatever your role in making Cambridgeshire a great place to call home, there are activities and opportunities designed to meet your current and future learning needs. Visit http://camweb/cd/ppl/corpdev/od/od_directory

What do these items have in common?

Your business can recycle them all

Call us for more information on how we can help your business, whether it is an office, shop, pub, restaurant or builder, meet its legal obligations for waste collection and disposal.

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Meet the...Environment Management and Climate Change Team (EMCC)

Countywide talked to Sandy Shattock, Head of Service.

What does EMCC do?

"Bugs, bones and bikes ... or more seriously, it covers Cambridgeshire's local environment, historic environment and climate change. It used to be called Environment Policy and Projects.

"It tackle's climate change head on by raising awareness, promoting more sustainable transport and working along side Services to ensure we're reducing our carbon footprint and our prepared for climate change.

"As well as working with local communities on running nature reserves, EMCC also advises planning colleagues on the archaeological impact of new developments and help local amature archaeologists identify their needs.

"Readers may well have heard of the big projects we've worked on. For example, we work closely with highways on both the A14 improvements and the Guided Busway, as well as smaller projects, to make sure that there are no major implications on the natural environments in the surrounding areas."

Meet EMCC at local events:

Plum weekend
Saturday 14 – Sunday 15 August
Orchards in Bluntisham, Colne & Somersham.

The Gransden Show
Saturday 25 September
Great Gransden

EMCC manage seven local nature reserves:

- Kingston and Bourn Old Railway
- Ring's End, Elm
- Melwood, Meldreth
- Mare Fen
- Somersham
- Isleham Railway Cutting
- Beechwoods

Barn owl boxes

Groomfields has installed a barn owl box at their Caxton depot. The species has been seen locally and it is hoped that birds will nest in the box next season. The boxes can be installed on a post or a building and may be suitable for other CCC sites. The boxes can be bought from the Barn Owl Trust who will also advise on installation.

Butterfly and Moth morning

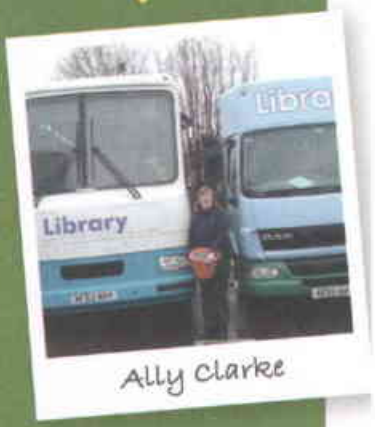
10am – 12pm, Wednesday 28 July
Join in with a butterfly and moth hunt at Kingston Local Nature Reserve as part of Butterfly Conservation's 'Save our butterflies week'.

Walk around the reserve with sweep nets looking for butterflies and moths and identify what you find. Weather permitting there will be a moth trap too.

For further information please contact Charlotte Lowry, Greenspace & Community Officer on 01223 715557 or charlotte.lowry@cambridgeshire.gov.uk.

Green Champions' column

Ally Clarke, Mobile Library Service Manager and Green Champion, discusses the re-launch of the Council's Green Champions network.



"I've been a Green Champion since the network started in 2002 and I'm delighted that it is being revamped.

"The new network hopes to get more employees involved in Green Champions and will include updated web-based information and resources to help us to make more of a difference in the workplace.

"There are around 150 Green Champions across all CCC sites, working amongst employees.

"I use many of the things I have learned as a Green Champion in my day to day role with the mobile libraries. We plan our routes to minimise business mileage and have set up a battery collection point in our offices at Ascham Road. Both schemes have been very successful.

Top Tip!
Set your printer defaults to combination/double-sided and decrease the size of your paper margins to help minimise the number of pages you print.

Grab a Green Champs handbook

Whether you're an official Green Champion, or a keen green-minded employee, the new Green Champions handbook provides all the information and advice you need to change the way your team works and improve CCC's sustainability.

The handbook outlines the small changes each of us can make in our everyday work which will produce positive and immediate environmental benefits. It can also help influence those around you, and inform colleagues of ways they can join you in creating a better workplace. **Many green ideas save your team money too.**

Download yours from CamWeb now, type 'Green Champions' into the search box. Hard copy essential? Contact Emma Langham, Environment Promotions Officer on 01223 728584.

It's a farmer's life

Farm Estate Tenant and fruit farmer John Harrold runs the 79 acre Sunclose Farm in Milton, which is a fruit supplier to four supermarket chains. It was bought by CCC in 1912 and John took over from his father in 2007.

The centenary of the CCC's Farms Estate was celebrated last month at the County Show at Wimpole. The first plot of land on the estate was bought at Milton in December 1908. Since then the estate has grown to approximately 13,500 hectares of land managed by 250 tenant farmers.

The estate makes an important financial contribution to CCC and places a strong emphasis on caring for the countryside and providing public access for Cambridgeshire residents. Today, new tenants come from all walks of life including people from a farming background looking to take on their first independent farm, to people looking for new business opportunities.

CCC employees can visit Sunclose Farm and Farmer John is offering CCC employees a 5% discount on strawberries from his farm during July and August.

The shop is open seven days a week, May-Aug. PYO available in July.

In the strawberries - Farmer John Harrold

Discount summer strawberries

5% off strawberries at Sunclose Farm, Milton for all CCC employees.
Valid until 31 August.
Present this voucher with your email address filled in and you will be kept informed of future offers.

Email address.....

For more information contact Sarah Shepherd, Estates Management Officer, sarah.shepherd@cambridgeshire.gov.uk, 01223 699095

Learning points

Our Internal Audit Team publish learning points they uncover while conducting audit reviews. These are sent out on Daily Briefing and are posted on CamWeb.

Recording instincts

Does your job require you to record your intentions, actions and findings? What do you use? Post-it notes, paper case files, or highly informative daily electronic journal updates?

Remember to record all your intentions, actions and findings, regardless of size or presumed importance. You could record events as they happen or set aside a period every week. Always attach any relevant documents when necessary and remember that even if there hasn't been any progress, make a record of your efforts.

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ROCS stars

BOUQUET... Kate Hunter

Kate works for CYPS as a Business Support Assistant at the Daffodil Children's Centre, Godmanchester. Always putting the public first, parents and families recognise Kate for her sunny and friendly disposition despite the disruption of a small temporary office. Her commitment and ability to support the team above and beyond her role earns her this month's ROCS award.

Claire Bilton, senior family involvement officer at Daffodil Children's Centre nominated Kate. She said: "Working at a children's centre can be hectic at the best of times, however imagine doing this from an office which was formerly a cupboard, yes literally!

"Kate is fast and efficient and keeps us all organised. When her job share left us for a position nearer to her home Kate gallantly stepped up to increase her hours to cover. Although it impacted upon her family time with her own three boys, she has never once complained. We all feel that Kate deserves some flowers to brighten her day, as she so regularly brightens ours."

EXCELLENT... Katy Taylor and Steve Hawkes

Katy, a School Travel Advisor (ES) and Steve, a School Travel Coordinator (CYPS) have both helped CCC achieve its 100% target of all schools having a travel plan.

Being based in ES and CYPS enabled joint working across the two Council front line services. Katy and Steve managed to persuade all schools to write a meaningful plan and ensure CCC met our target.

Nominator, Kirsty Gilliland, Team Leader of Safer routes to School and Community Projects said: "They have demonstrated an excellent level of service to these schools as their hard work and attention to detail ensured the schools were all eligible to receive a capital grant. As a direct result Cambridgeshire schools have received in excess of £1.3 million since the initiative started, to use towards measures identified in their travel plans.

"This is a tremendous achievement especially given that Katy and Steve were relatively new in post."

STARS... Lorraine Bates, Andy Henderson, Michael Keeves and Nitin Pastakia

Lorraine, Andy and Michael, part of the IT Team together with Nitin from the Contact Centre team have completed a very tricky project to upgrade and standardise our Contact Centre PCs.

Agents can now swap between PCs as needed and they're working more predictably and efficiently than ever. As a result of the project, the PCs used are now standardised and "locked down" which has had a significant benefit.

Noelle Godfrey, Head of IT said: "The project team had to work long hours to solve the technology issues; it needed a lot of persistence and hard work to ensure that it all came together successfully and with minimal impact on employees, our district partners and most importantly our customers."

Nominate a person or team for a Service award.

service stars win ROCS

GEM OF THE MONTH – CAS

BOUQUET OF THE MONTH – CYPS

YOU ARE A STAR - CD

EXCELLENCE FOR ENVIRONMENT – ES

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CCC is Fit for Business

It's official, CCC has won Fit for Business accreditation, which means we maintain a well-balanced employee health and wellbeing programme. We can use the FFB logo on our literature and this is available on CamWeb, type 'accreditation logos' into the search box.

Book a pool bike

Instead of using your own car for a business journey, if the journey is within 5km, you might consider taking a pool bike instead. Enjoy the fresh air, beat the traffic and reduce your impact on the environment.

CCC has 14 bikes available at the following sites:

- Shire Hall: six
- Speke House and Amundsen House: three
- Hereward Hall: two
- Scott House: two
- Rustat House: one

To book a Shire Hall pool bike for a meeting, appointment or training, check for availability first and then email the business support helpdesk with your request. Availability of the pool bikes can be checked using the pool car calendar in the public folders section on your Outlook email account.

On the other sites, contact reception desk to check availability and make a pool bike booking.

CCC's Celebrity Chefs

The final winning recipe from the Fit for Business healthy eating competition was submitted by the Learning Disability Partnership. They said "We serve this at our health events and it's always a success. The cake is free from refined sugar, fat, eggs and dairy products, so suitable for vegans."

Molly Cakes

Ingredients

- 10oz roughly chopped stoned dates
- 10 fl oz water
- 3oz plain flour
- 3 teaspoons mixed spice
- 3oz wholemeal flour
- 1 lb 2oz mixed dried fruit
- 2oz ground almonds
- 3 fl oz orange juice

Method

1. Preheat the oven to 170c/gas 3. Line a 2lb-loaf tin with baking parchment.
2. Put the dates and water into a pan and bring to the boil. Remove the pan from the heat and put to one side.
3. Sieve the plain flour, baking powder and mixed spice into a bowl. Add the wholemeal flour mixed fruit and ground almonds. Stir to combine the ingredients. Stir in the wet date mixture and the orange juice. Mix well.
4. Spoon the mixture into the baking tin. Bake for 45-50 minutes. Take out of the oven, leave for 10 minutes, and then turn onto a cooling rack.

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A fireplace is about so much more than just a fire.

Of course it's lovely to get cosy together when it's cold.

Or even do nothing more than relax on your own with a good book.

But you can do all of that whatever the weather's like.

You see, a fireplace is also about style and adding a real feature to your home.

Even in summer, when the nights are warmer, it's the perfect place to get together.

And when friends come over, it never fails to raise a compliment or two.

Another thing is that if you invest in a fireplace now, you'll be ready for winter.

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